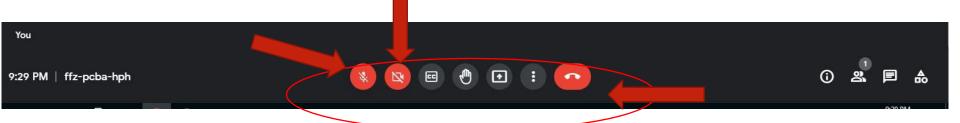
## WELCOME

to the Small Business Reserve (SBR)
Liaison Training
9:00 am – 12:00 pm



### Logistics and Housekeeping

Please MUTE your microphone and TURN OFF video camera during the webinar!! Confirm you are MUTED, and the camera is TURNED OFF by hovering your mouse at the bottom of your screen in Google Meet to see the icons - RED means you are MUTED, and your camera is off. (The circle with the phone icon is the "hang up" button; if you click that one, you'll have to log back in!)



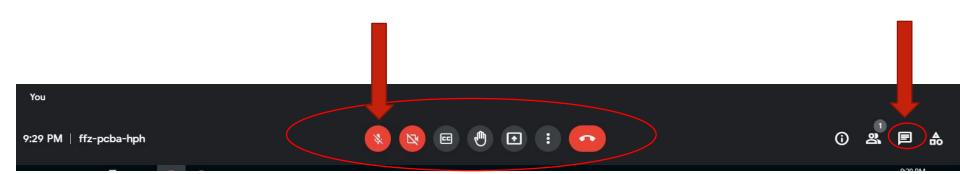
Please refrain from pressing any of the options on this bar in error such as record, captions or Present Now as this will disturb the webinar.

During breaktime, please do not hang-up, this would cause a disruption when we resume.

## Logistics and Housekeeping

Please use the CHAT bar to ask questions or make comments during the training

If you need to speak, unmute your microphone and introduce yourself by name and agency prior to speaking



### Logistics

If you are joining us by phone:

You must press \*6 to mute and unmute your phone

## Small Business Reserve (SBR) Program Liaison Training

Presented by the Governor's Office of Small, Minority & Women Business Affairs

Lisa Mitchell Sennaar, SBR Program Compliance Manager February 24, 2022



### **AGENDA**

- 1. Welcome Staff Introductions
- 2. SBR Program Overview
- 3. SBR Program Certification
- 4. SBR Liaison Officer: Responsibilities as Described in Statute
- 5. The Procurement Review Group (PRG) Process
  - a) PROCUREMENT REVIEW GROUP: Guidance and Worksheets
  - b) BEST PRACTICES: Small Business Reserve (SBR) Executive Order 01.01.2021.01 Implementation Guidelines
- 6. Compliance Considerations
- 7. Reporting Best Practices Annual and Quarterly Reporting, Procurement Forecast & Strategic Plans
- 8. The SBR Reporting Toolkit
- 9. VSBE Updates Danielle Davis
- 10. Announcements/Important Upcoming Dates
- 11. Survey Reminder

### **WELCOME**

Jimmy Rhee - Special Secretary

Pamela Gregory – Chief of Staff

Alison Tavik - Director of Communications & Outreach

Chantal Kai-Lewis - Director of Policy & Legislative Affairs

Eduardo Hayden – Small Business Outreach Manager

Lisa Mitchell Sennaar – SBR Compliance Manager

Tanita Johnson – SBR Compliance Manager

Nichelle Johnson – MBE Compliance Manager

Karen Reyes – MBE Compliance Manager

Gerald Stinnett – MBE Compliance Manager – VLT Operations

Danielle N. Davis - VSBE Compliance Manager

**Contact Us** 

https://gomdsmallbiz.maryland.gov/Pages/Contact-Us.aspx

## SBR Program Overview COMAR 21.11.01.06

- Created in 2004
- Provides small businesses with the opportunity to participate as prime contractors on state contracts

## SBR Program Overview

COMAR 21.11.01.06

The SBR Program directs participating agencies/departments to the extent practicable to spend at least 15% of its fiscal year procurement expenditures with certified small businesses

## SBR Program Overview

COMAR 21.11.01.06

Only those payments resulting from a procurement designated as a small business reserve procurement may be applied towards the procurement unit's overall small business reserve 15 % mandated payment achievement

### SBR Program Overview

Once a solicitation has been designated as "SBR," an award can only be made to a small business certified in the SBR Program.

### SBR Program Eligibility Standards

https://gomdsmallbiz.maryland.gov/Pages/sbr-Program.aspx

### SBR Program Certification

Certification is an online process through the vendor registration process on the state's eProcurement platform eMaryland Marketplace Advantage (eMMA)

https://emma.maryland.gov/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fen%2fb uy%2fhomepage

### SBR Liaison Officer

### COMAR 21.11.01.06

The head of each procurement unit shall designate an employee to be the SBR liaison officer in the administration of that unit's small business reserve program

The SBR liaison officer shall be a high-level employee reporting directly to the agency head or head of the procurement unit

# SBR Liaison Officer Responsibilities

### COMAR 21.11.01.06

- Coordinating the procurement unit's outreach efforts to the small business community
- Reviewing the unit's contracting procedures to ensure compliance with small business reserve requirements
- The Liaison should be a part of the Procurement Review Group (PRG)

# SBR Liaison Officer Responsibilities

COMAR 21.11.01.06

- Submitting required small business reserve program reports or information
- Assisting in the resolution of small business reserve contracting issues

For information regarding the Small Business Reserve (SBR) Program's certification please email lisa.sennaar@maryland.gov or call 410-697-9600.		
Reporting Agency	SBR Liaison Name/Contact Info	Address
Aging	Valarie Tisdale valarieb.tisdale@maryland.gov 410-767-2157	301 W. Preston Street, Suite #1007 Baltimore, MD 21201
Agriculture	Lynn McNally lynn.mcnally@maryland.gov 410-841-5902	50 Harry S. Truman Parkway Annapolis, MD 21401
Archives	Teresa Fawley teresa.fawley@maryland.gov 410-260-6405	350 Rowe Blvd. Annapolis, MD 21401
Assessments & Taxation	Tara L. Gray tara.gray@maryland.gov 410-767-1194	300 West Preston St., Room 605 Baltimore, MD 21201
Attorney General's Office	Janice Clark jclark@oag.state.md.us 410-576-6442	200 St. Paul Place Baltimore, MD 21202
Baltimore City Community College	Corelethia Braxton CBraxton@bccc.edu 410-462-7474	2901 Liberty Heights Avenue Baltimore, MD 21215
Board of Elections	Whitney LeRoux whitney.leroux@maryland.gov 410-269-2863	151 West St., Suite 200 Annapolis, MD 21401
Board of Public Works	Gabriel Gnall gabriel.gnall@maryland.gov 410-260-7335	80 Calvert St., Room 117 Annapolis, MD 21401

https://gomdsmallbiz.maryland.gov/Pages/SBR-Liaison-Directory.aspx

### The Procurement Review Group (PRG) Process

The PRG shall review proposed procurement solicitations, proposals to exercise options or otherwise modify the contract, and proposals to award sole-source contracts when the resulting contract is:

- (1) Eligible for designation to the Small Business Reserve (SBR) Program when the total value is expected to exceed \$50,000, and
- (2) For evaluation of Minority Business Enterprise (MBE) and Veteran-Owned Small Business Enterprise (VSBE) participation goals when the total value is expected to exceed \$100,000.

### The Procurement Review Group (PRG) Process

The PRG shall determine the appropriate socioeconomic utilization methods to encourage maximum small and/or minority and/or veteranowned business participation in each proposed contract; and shall make recommendations to the agency head and the solicitation's procurement officer concerning specific designations and/or participation goals

- Issued January 6, 2021; implementation became effective February 1, 2021
- Engages the State contracting marketplace to support small businesses during this critical economic recovery period from the COVID-19 pandemic.
- Enhances the Small Business Reserve (SBR)
  Program by designating all procurements between \$50,000 and \$500,000 to the SBR Program, unless the procurement meets defined exemptions.

#### Existing Law

 Pursuant to SFP § 14-301.1(9), race-neutral measures shall be employed to the maximum extent practicable to drive inclusion prior to the employment of raceconscious measures

#### Executive Order Changes

- Automatic designation category between \$50,000-\$500,000
- Previously, there was no formal approval process through GOSBA regarding a unit's determination on whether or not to designate a procurement as an SBR
- SBR Liaison mandatory member of the PRG

 To facilitate this new expanded PRG evaluation process, DGS OSP & GOSBA created several key documents, which are available on the OSP website:

https://procurement.maryland.gov/procurement-review-group-prg/

- The documents include:
  - SBR Executive Order FAQs
  - <u>BEST PRACTICES: Small Business Reserve (SBR) Executive Order</u> 01.01.2021.01 Implementation Guidelines
  - PROCUREMENT REVIEW GROUP: Guidance and Worksheets



# SHORT BREAK

Please stay tuned, we will return shortly from our break.

Get in a quick stretch, get some coffee or cola, or rest your eyes.

Please Do Not hang up. If you hang up, we will have to readmit you. Just keep your microphone muted

### **SBR Compliance Considerations**

- Basic Contract Compliance tasks should include review and tracking of the following items:
- Pre-Contract tasks (Reviewing Agency Contracting Procedures)
  - Participation in Procurement Review Group
  - Participate in Pre-bid Conferences
  - Bid paperwork review
- Post Contract Tasks
  - Ensure compliance with small business reserve requirements- ensuring vendors remain certified in the SBR Program during the contract
  - Participate in discussions on contract performance issues Depending upon the liaisons position, they may or may not be involved in other contract and monitoring tasks.

### Reporting Best Practices

- Annual and Quarterly Reports need to be submitted in Excel Why?
  - Measures our success
  - Allows us to see trends (positive or negative)
- Timely data submissions. Why?
  - Allows Governor's Office of Small, Minority & Women Business Affairs time to review data for errors
  - Allows timely publication of the legislatively mandated annual report

### **SBR Annual Reporting**

The Annual Report is due within 90 days after the end of each fiscal year, in a format determined by the Governor's Office of Small, Minority & Women Business Affairs

Signatures <u>are</u> required on the Annual Report

SBR Reporting Toolkit

### Reporting Best Practices

- Prepare your report as soon as possible in case some corrections are required
- Use only the latest templates posted in the SBR Toolkit for your reports: Provided backup data with your report submissions

https://gomdsmallbiz.maryland.gov/Pages/Reporting-Tool-SBR.aspx

 Contact Lisa Mitchell Sennaar with questions about the SBR Reports

### **SBR Quarterly Reporting**

The Quarterly Report is due no later than 30 days following the quarter being reported and should contain data from the start of the fiscal year.

SBR FY 2022 2nd Quarter Report
was **due on January 30**<sup>th</sup>
Signatures are not required on the Quarterly Report

**SBR Reporting Toolkit** 

https://gomdsmallbiz.maryland.gov/Pages/Reporting-Tool-SBR.aspx

### Utilize our website and especially the SBR Toolkit



https://gomdsmallbiz.maryland.gov/Pages/Reporting-Tool-SBR.aspx

In the SBR Toolkit: MBE PROGRAM SBR PROGRAM PROCUREMENT FORECAST GOVERNOR'S OFFICE OF fo Small, Minority & **Women Business Affairs** Small Business Reserve (SBR) Program Reporting 1. Resources Quick Links Toolkit About Us This toolkit contains valuable information to assist State agencies/departments with the management and compliance of the Small Business Reserve (SBR) Program. (This page is Legislation and Policy for intended for internal state users only. Vendors do not submit these reports.) Outreach 2. Bulletins Due Now Reports 2nd Quarter SBR Report Contact Us Reporting Period July 1 December 31, 2021 Click 1 to download instructions 589 Program Overview Click 1 to download template Policies and Procedures (located on the Office of State Procurement's SBR Designation for Statewide Contracts with FY2021 Small Business Reserve (SBR) Annual Report The SBR Annual Report must be completed and submitted by September 30, Procurement 2021. The Annual Report covers the period from July 1, 2020 to June 30, 2021. Please take time to read the SBR Annual Report Instructions and utilize the SBR Annual Report Compliance Template. Bulletins SBR Annual Report Instructions 02.14.2022 SBR Annual Report Template - New "Notes" Section on the Summary Page 01.13.2022 **GAD List** 12.07.2021 AGENCY Example Report 11.03.2021 REMINDERS: 10.05.2021 1. Your report and supporting documentation must be signed by the unit head and the chief financial officer and submitted to the sbrreports.gosba@maryland.gov email box. SBR Liaison 2. In order to comply with COMAR 21.13.01.03B and BPW Advisory 2005-1, units must also Training Sessions

https://gomdsmallbiz.maryland.gov/Pages/Reporting-Tool-SBR.aspx

Lica Johnson

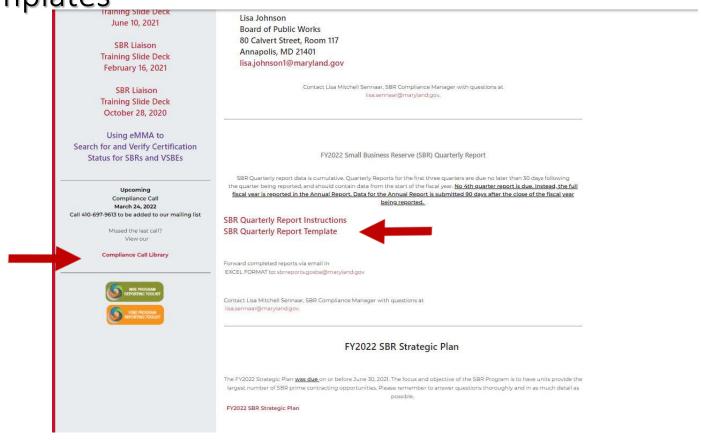
SBR Liaison Training Slide Deck electronic copy to BPW c/o

submit a copy of the SBR Annual Report to the Board of Public Works. Please send an

#### In the SBR Toolkit:

### 3. Compliance Library

4. Report Instructions and Templates



#### **Procurement Forecast**

Each procurement unit shall, based upon the approved budget and other applicable factors, annually prepare a fiscal year procurement expenditure forecast within 60 days after enactment of the annual budget bill by the General Assembly

**SBR Reporting Toolkit** 

#### **Procurement Forecast**

This data, which includes all projected purchases of \$100,000 and above for the fiscal year, connects with the Hogan Administration's theme that "Maryland is Open for Business." Keep in mind the forecast is provided to the public and serves as an important tool for the small, minority, women, and veteran business community

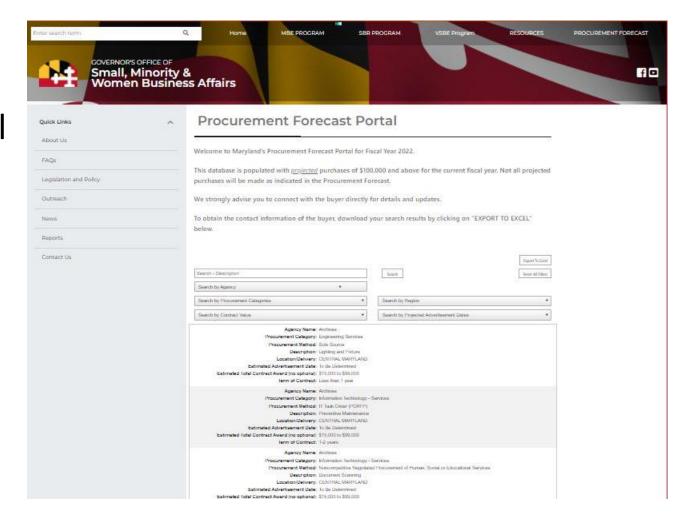
**SBR Reporting Toolkit** 

#### **Procurement Forecast**

An agency only needs to turn in one Procurement Forecast that includes all projected purchases inclusive of SBR Designated procurements, and contracts that may contain MBE and VSBE goals

**SBR Reporting Toolkit** 

## Procurement Forecast Portal



https://gomdsmallbiz.maryland.gov/Pages/Forecasting.aspx

#### The SBR Strategic Plan

The focus and objective of the SBR Program is to have units work toward designating the maximum number of SBR "Only" prime contracting opportunities

#### The SBR Strategic Plan

The SBR Strategic Plan helps to map out how your agency will get to at least 15% of its eligible spend designated as SBR "Only"

The SBR Strategic Plan is due on or before June 30, each year.

**SBR Reporting Toolkit** 

For Internal Training Purposes Only

#### **GOSBA MAILBOXES For SBR Submissions**

#### sbrwaiver.gosba@maryland.gov

Submit all SBR exemptions and waivers covered under SBR Executive Order 01.01.2021.01

#### sbrreports.gosba@maryland.gov

Submit all SBR Program reports here (SBR Quarterly and Annual Reports)

#### compliance.gosba@maryland.gov

Submit all other required Reports here (Procurement Forecasts, SBR and Strategic Plans, Bi-Monthly Compliance Call questions)



#### https://gomdsmallbiz.maryland.gov/Pages/default.aspx

If you have any SBR Program questions, please contact me:

Lisa Mitchell Sennaar

lisa.sennaar@maryland.gov

410-697-9613



#### Danielle N. Davis

Veteran-owned Small Business Enterprise (VSBE) Program
Compliance Manager

# Veteran-Owned Small Business Enterprise (VSBE) Program

- Provides contracting opportunities on state-funded procurements for certified veteran-owned small businesses.
- Only the work of a certified VSBE firm, performing either directly (prime contractors) or indirectly (subcontractors), can be counted toward the achievement of an established contract goal.

#### **VSBE Program**

# Veteran-owned businesses must meet the following eligibility standards:

- Be a small business as defined by the <u>United States</u> <u>Small Business Administration</u> in 13 C.F.R. 121.201 and any subsequent revision of that regulation
- Be at least 51% owned and controlled by one or more individuals who are veterans

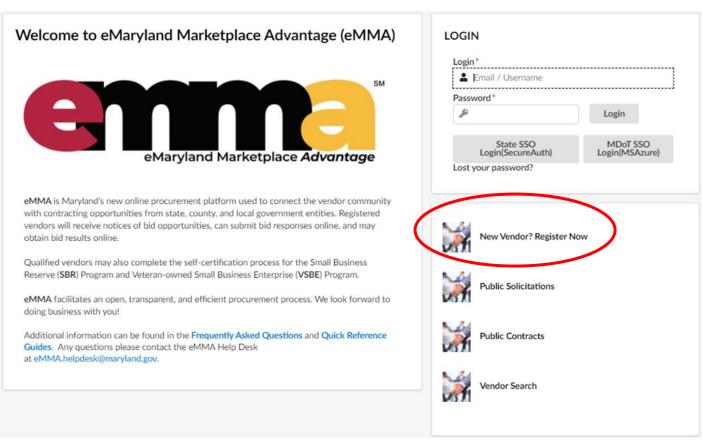
### The VSBE certification process entails:

- Vendor registration in eMaryland Marketplace Advantage (eMMA)
- 2. Veteran verification from one of the following:
  - Maryland Department of Veterans Affairs
  - Federal Vets First Verification Program
- 3. VSBE Program application submitted and approved in eMMA

#### **Vendor Registration**



emma.maryland.gov



#### **Veteran Verification**



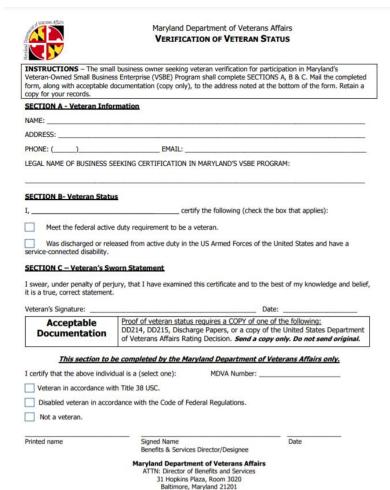
https://gomdsmallbiz.maryland.gov/Pages/VSBE-Program.aspx



Obtain veteran verification from one of two sources:

- Maryland
  Department of
  Veterans Affairs, *or*
- Federal Vets First Verification Program (Vetbiz)

#### **Maryland Veteran Verification Process**



Vendors seeking verification through the Maryland Department of Veterans Affairs (MDVA), download this form, fill it in, and mail it with the acceptable documentation.

Upon review, eligible firms are assigned a number by MDVA (i.e. MDVA2022-001).

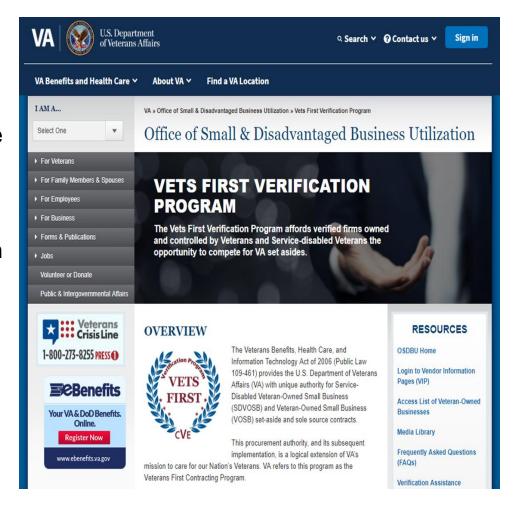
This number becomes the VSBE Certification # in the vendor's profile.

#### **Federal Veteran Verification Process**

Vendors seeking verification through the federal Vets First Verification Program would visit the website and complete the verification process.

Upon verification, firms are listed in the national VetBiz directory using the company's DUNS number.

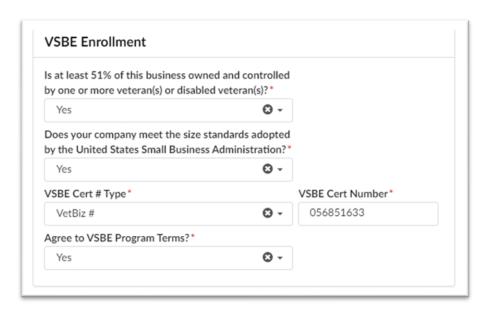
This becomes the VSBE Certification # in the vendor's profile.



### **VSBE Application**



Vendor must submit the VSBE Application in eMMA.



Once the vendor has completed these 3 steps, the information will be reviewed by the VSBE Program Compliance Manager.

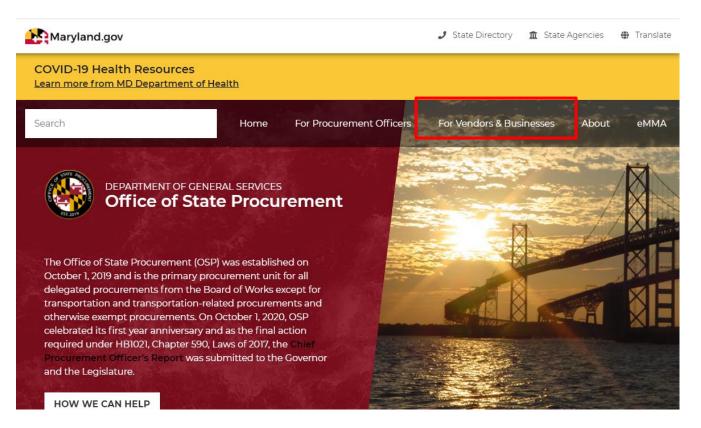
Only vendors with an "Approved" VSBE Vendor Status and an active expiration date approved are certified.

# VSBE Vendor Search For Procurement Officers/Buyers

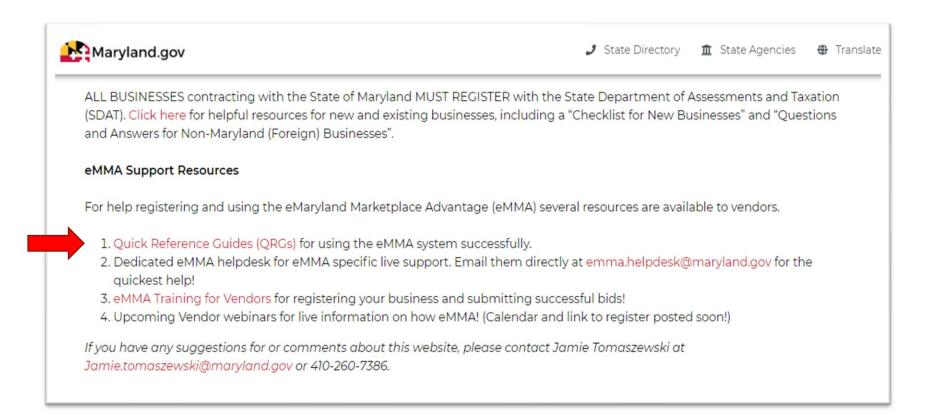
Use the Vendor Search option in eMMA to identify potential VSBE vendors. This method will yield both certified and non-certified VSBE vendors.

- 1) Visit the <a href="https://procurement.maryland.gov/">https://procurement.maryland.gov/</a> website.
- 2) Click on tab "For Vendors & Businesses".
- 3) Select the "Quick Reference Guides (QRGs)" link.
- 4) Select the Buyer QRG- "Public Search for Vendors" for a guide to locate potential VSBE vendors.

- 1) Visit the <a href="https://procurement.maryland.gov/">https://procurement.maryland.gov/</a> website.
- 2) Click on tab "For Vendors & Businesses."



#### 3) Select the "Quick Reference Guides (QRGs)" link.

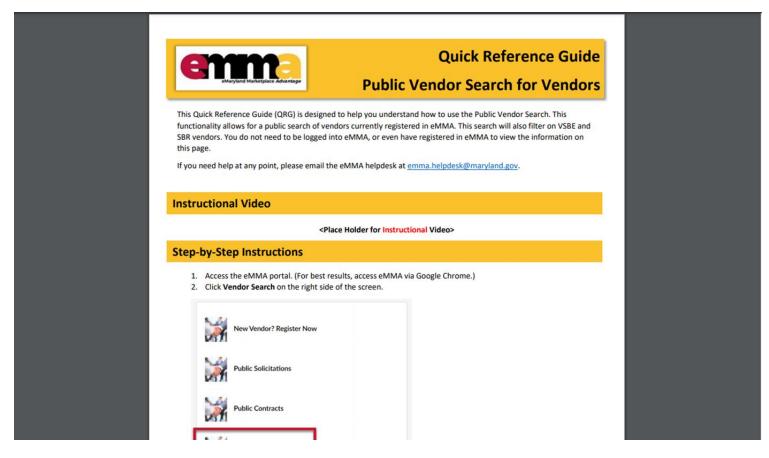


4) Select the Buyer QRG- "Public Search for Vendors" for a guide to locate potential VSBE vendors.

**Buyer QRGs** 

17 - eMMA QRG Public Search for Vendors

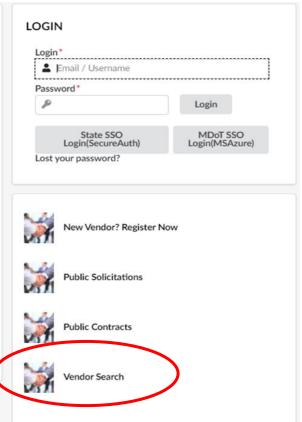
#### 17 - eMMA QRG Public Search for Vendors



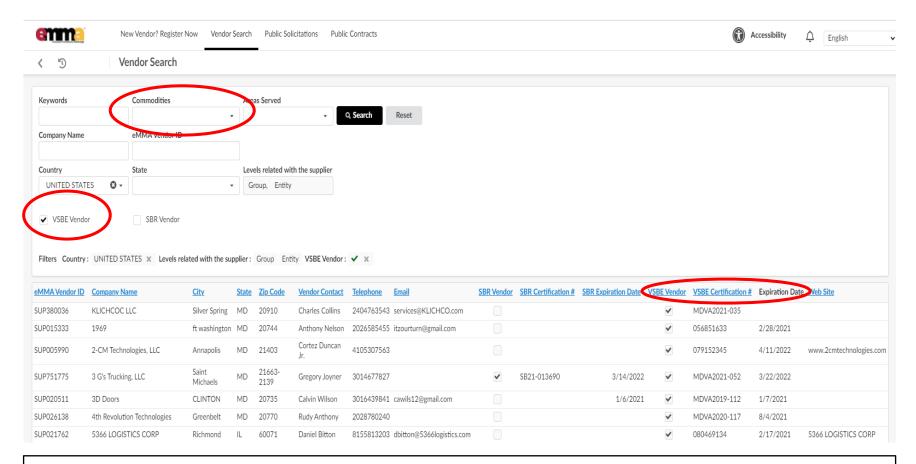
#### **VSBE Vendor Search**

#### emma.maryland.gov





#### **VSBE Vendor Search**



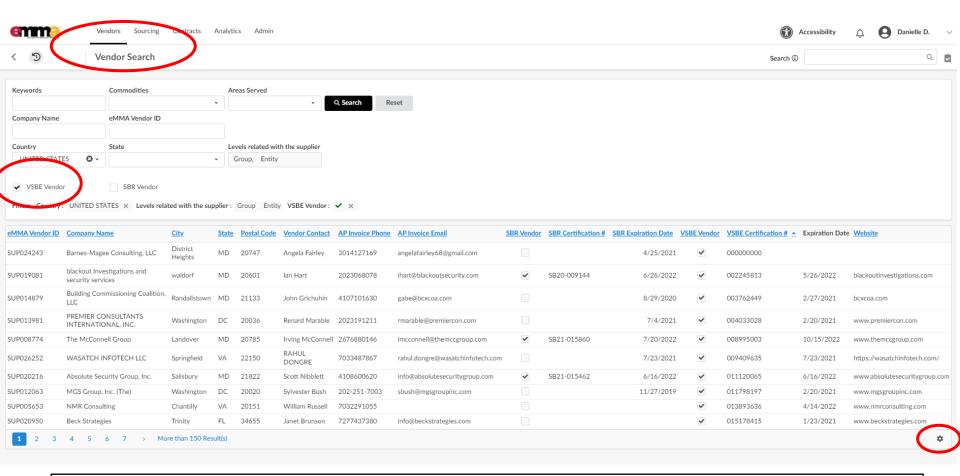
Remember, this is a public search tool to help identify potential VSBE vendors. The search will yield both certified and non-certified vendors.

#### **VSBE Vendor Search**

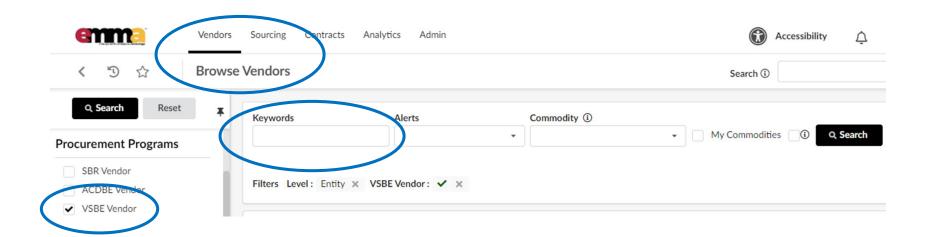
Please note the following when conducting an eMMA Vendor Search:

- It can be used to seek potential VSBE vendors for solicitations.
- This public search function should not be used to verify the VSBE certification status of a vendor when preparing to make an award.
- UPDATE!! You are now able to download an Excel spreadsheet of public vendors when conducting this search.

#### **VSBE Vendor Search Download**



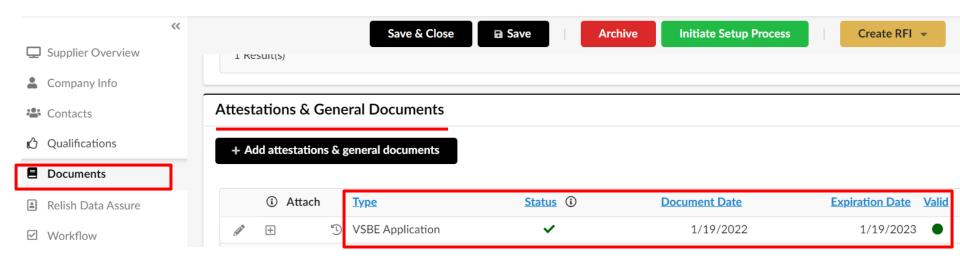
Select "wheel" icon at bottom of page, to yield Excel spreadsheet results



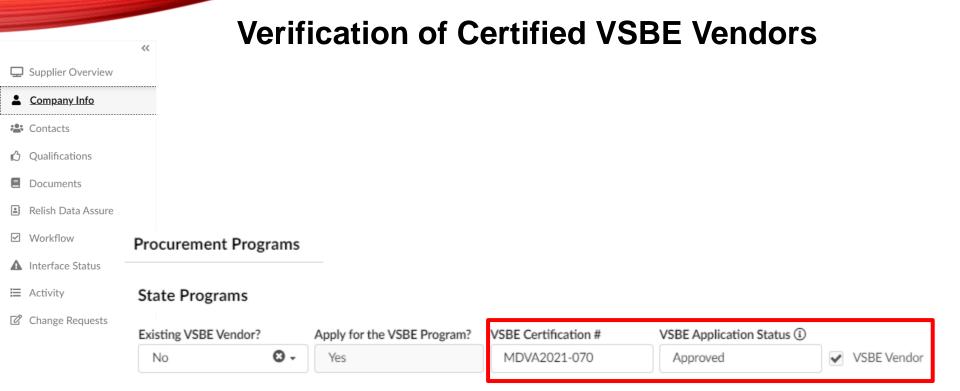
eMMA should be used to verify the certification status of VSBE vendors prior to award of solicitations, as the vendor account has the most accurate information.

Sign into eMMA to perform this verification.

Please do not use Vetbiz.



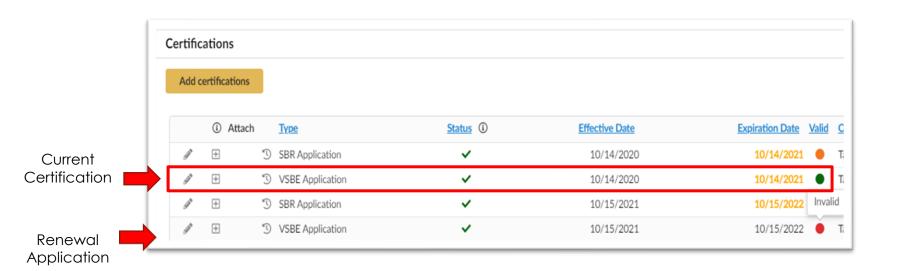
To determine the VSBE certification status, click into the "Documents" section of the vendor's account. If the "Documents" section has a VSBE Application with an approved "Status," a valid "Expiration Date" (i.e. date has not exceeded/certification not expired with a one-year certification) and green dot (Valid) listed, the vendor is certified within the VSBE Program.



Upon verifying that the VSBE Application information is listed correctly within the "Documents" section, you can locate the "VSBE Certification #" and approval status in the "Company Information" section.

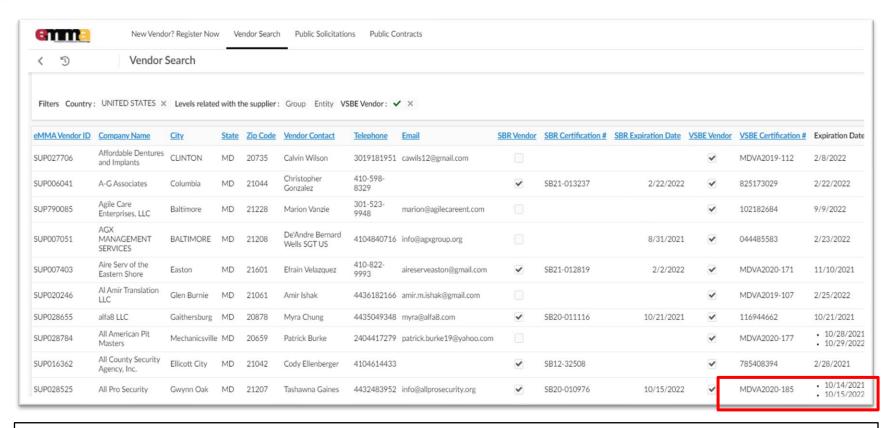
Please note the following when you are attempting to verify the certification status of a VSBE vendor in eMMA:

- You may find multiple VSBE Applications listed in the "Documents" section.
- Be certain to carefully review the information to make certain that the vendor meets the requirements (i.e. VSBE Application has an approved "Status", a valid "Expiration Date" (i.e. date has not exceeded/certification not expired with a one-year certification) and green dot (Valid) listed).
- If you are unable to determine the VSBE certification status, please contact our office for assistance.

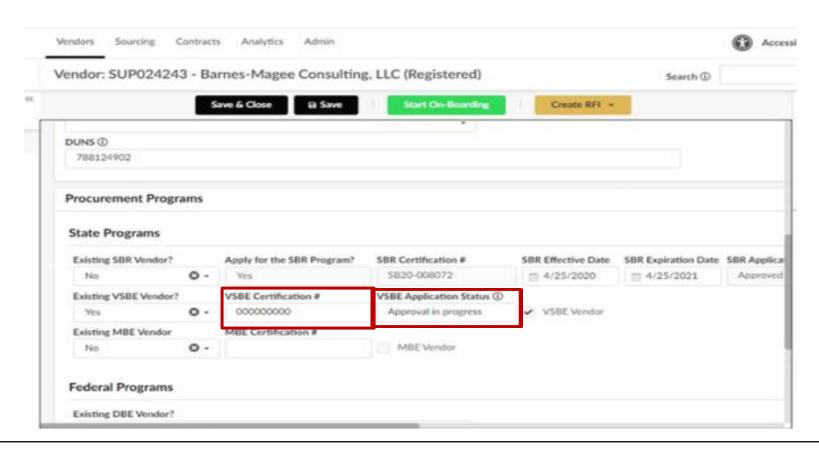


In this example, a current VSBE Application is valid and a renewal application has been approved.

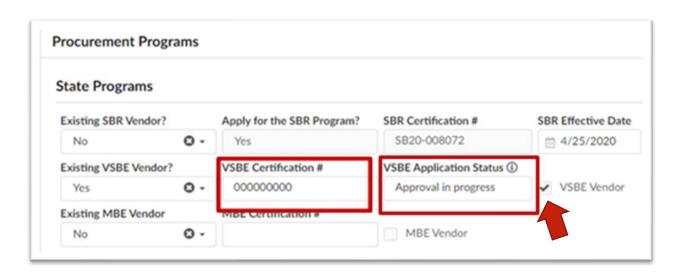
The renewal application (red dot shown) will not become effective until the current certification expires.



As per the prior example, when the current VSBE certification and approved renewal applications are listed within the vendor's eMMA account, two expiration dates (one for each application) will be provided on the public/external "Vendor Search."



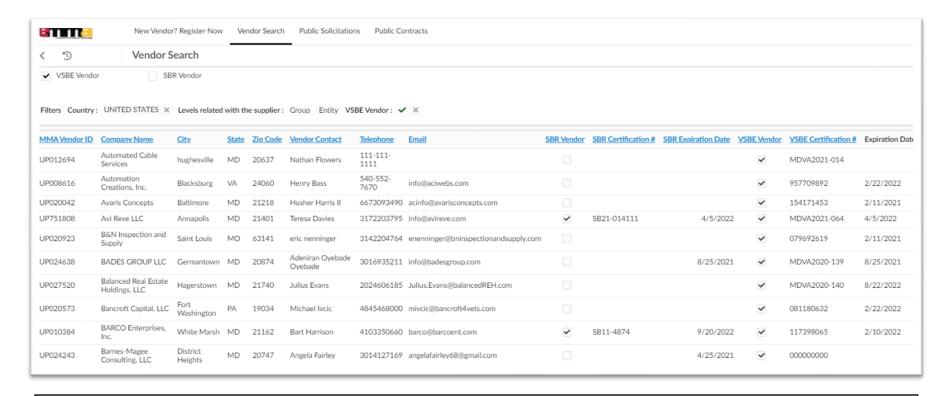
In this example, the "VSBE Application Status" states *Approval in progress* and "VSBE Certification #" is not valid. This vendor is not certified.



As mentioned on the prior slide, this vendor is not certified. However, note that the "VSBE Vendor" box is checked.

This automatically happens when any "VSBE Certification #" is entered/saved in the system, regardless of VSBE certification status.

This is a flaw in the system that we are working to correct.

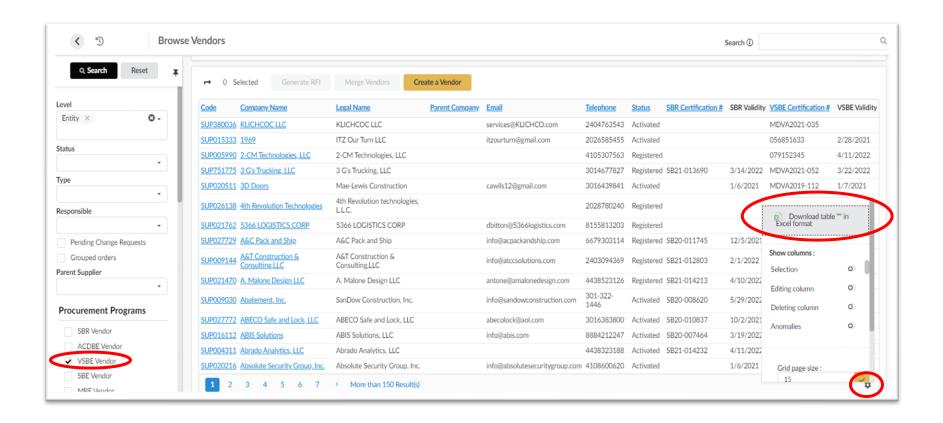


This results in the non-certified (and certified) vendors being listed on the public/external "Vendor Search" results.

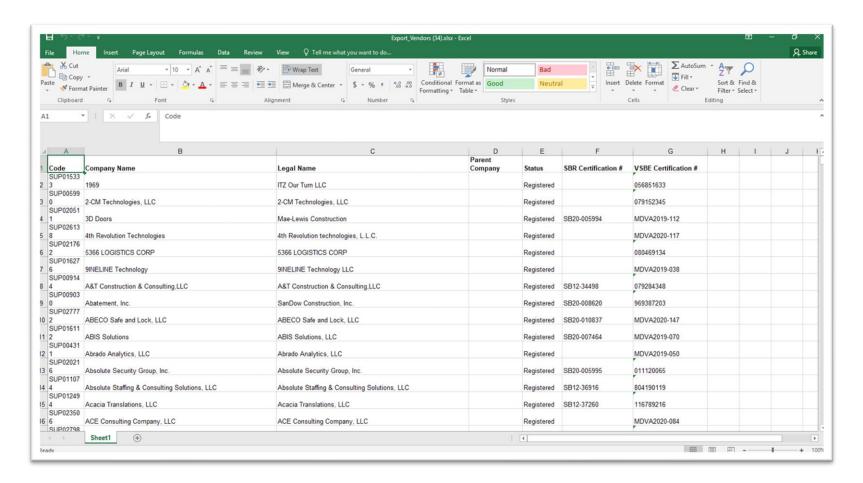
Please note the following when conducting an eMMA Vendor Search after logging into eMMA:

- Be certain to review the information thoroughly (i.e. check that the "Documents" section has a VSBE Application with an approved "Status", valid "Expiration Date" (i.e. date has not exceeded/certification not expired with a one-year certification) and green dot (Valid) listed).
- You are able to download an excel spreadsheet for these vendors.
   However, you will need to check the vendor accounts to verify their VSBE certification.
- We are continuing to enhance the VSBE Vendor Database, if you have any questions, please contact our office, 410-697-9600, to speak with Danielle Davis.

#### **Internal Vendor Search- Excel Spreadsheet**



#### Internal Vendor Search- Excel Spreadsheet



#### VSBE Program Compliance

- Per COMAR 21.11.14.04 (C2) If a solicitation contains an MBE goal and a VSBE goal, participation by a subcontractor dually-certified as an MBE and a VSBE may be counted toward meeting both the MBE and VSBE contract goals to the extent its participation meets the cumulative MBE and VSBE contract goals, or portions thereof that it is committed to perform. (3) Participation by a dually-certified subcontractor may be counted toward the agency's overall MBE and VSBE goals.
- VSBE Schedule E: Utilization Affidavit and Participation Schedule, are online: <a href="https://procurement.maryland.gov/rfp/">https://procurement.maryland.gov/rfp/</a> and should be completed per COMAR 21.11.14.05(C) and amended in accordance with COMAR 21.11.14.08.
- Bidders can request VSBE waiver, if needed, per COMAR 21.11.14.07

#### **VSBE** Reporting Information

- As of October 2018, Oversight of the VSBE Program transferred to the Governor's Office of Small, Minority & Women Business Affairs, including Reporting as outlined in COMAR 21.11.14.04D
- VSBE Reports are due on 10/1 annually per COMAR 21.13.01.15A

#### **VSBE** Reporting

- Use data from the 700 series reports from ANSWERS or internal databases to capture VSBE payments and awards (will have to change the Report type to VET in answers Report Type: VET , where appropriate.
- At this time credit card payments cannot be tracked in ANSWERS, therefore, agencies will have to track these payments manually.
- Total All Procurements column on the Annual Report Template should be identical to the Total All Procurements total for MBE Reporting.
- As with MBE reporting, if a contract has a VSBE Prime and Sub, do not double count. The Prime Contractor and Subcontractor *awards* should be listed separately.

### **VSBE** Reporting

#### **VSBE Utilization Report**

	,-··/	publication to the G		,			
	Vetera	n-Owned Sma	all Business E	nterprise (VS	BE) Annual F	leport	
			Fiscal Ye	ar 2020	,	•	
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NSTRUCTIONS.	complete all	yellow cells. Aut	omatic calculati	ons will appear i	n blue cells. Do i	iot eait this ter	npiate.
Agency Reporting:							
Individual Completi	ng Report:						
			A				
	Total # All Procurement	Total S All	Total # Contracts Awarded to VSBEs	Total \$ Contracts Awarded to VSBEs	Total # VSBE	Total \$ VSBE	Percentage o
	Contracts	Procurement	as Prime	as Prime	Subcontracts	Subcontracts	VSBE
	Awarded	Contracts Awarded	Contractors	Contractors	Awarded	Awarded	Participation
Procurement							
Contracts							
Corporate Credit Card							
Direct Voucher							
Total		\$0		\$0		\$0	
			Payments to VSBEs				
			Total \$ Payments	Total \$ Payments			
			to All Prime	to VSBEs as Prime	VSBE Payments as		
			Contractors	and Subcontractors	% of All Payments		

#### VSBE Program Updates:

#### Effective February 2022:

- New legislation requires our office to establish an Advisory Committee on VSBEs.
- 1% goal repealed and our office is required to adopt regulations establishing a goal. The 1% goal continues for now.

#### Who Should Report VSBE Data

Currently, there is no official designation of an VSBE Liaison yet. Our office
has strongly suggested that VSBE reports be prepared and submitted via the
MBE Liaison. This is because both programs are attainment goal programs
and require the reporting of an agency's total procurement awards (contract
/ DV / CC). The SBR program uses a different measure of reporting
(payments).

## **Any Questions?**

VSBE Certification
Danielle Davis
Danielle.davis2@maryland.gov

VSBE Reporting
Nichelle Johnson
nichelle.johnson1@maryland.gov



## **Upcoming Events**

Quarterly Compliance Call (10 am - 12 noon ) March 24, 2022 May 12, 2022

SBR Liaison Training (Virtual) (9 am - 12 noon) June 9, 2022

MBE Liaison Training (Virtual) - (9 am - 12 noon) June 23, 2022

## THANK YOU

Please complete our Customer Service Survey using the link below.

We need your feedback!

https://www.surveymonkey.com/r/68KL58W